





























## 2016 HEALTH PLAN QUALITY RATING INFORMATION

### Rhode Island Carrier Performance

Domain	BCBSRI	NHPRI	UHC
<b>GLOBAL RATING</b>			
<b>CLINICAL QUALITY MANAGEMENT</b>			
Clinical Effectiveness			
Patient Safety			
Prevention			
<b>ENROLLEE EXPERIENCE</b>			CSR-I
Access to Care			CSR-I
Care Coordination			CSR-I
Doctor & Care			CSR-I
<b>PLAN EFFICIENCY, AFFORDABILITY &amp; MANAGEMENT</b>			CSR-I
Efficiency & Affordability		CSR-I	CSR-I
Plan Services			CSR-I

BCBSRI: Blue Cross & Blue Shield of Rhode Island

NHPRI: Neighborhood Health Plan of Rhode Island

UHC: United Health Care

CSR-I: Insufficient data to calculate a score according to the QRS rating methodology.

HealthSource RI's mission is to support consumers in achieving their personal goals related to obtaining affordable, high-quality health care coverage.

**What are CMS Star Ratings?**

The Centers for Medicare and Medicaid Services (CMS) designed the Quality Rating System (QRS) to provide comparable and useful information to consumers about the quality of health care services and customer experience with health plans offered through the Marketplaces.

**How were ratings calculated? What are the ratings based on?**

CMS developed a survey sent to a sample of customers that purchased a health plan from the Marketplace. The survey is specifically designed for customers to provide feedback on the health plans offered through the Marketplace and the customers' experience in selecting and using their health plan. The stars represent the feedback provided by customers.

**What is the purpose of the Quality Rating System?**

The goal of the QRS star rating program is to provide information to help improve health care quality, while empowering consumers to make choices that best suit their health care needs. This supports CMS' goal to achieve quality care that is affordable for individuals, families, and employers through public reporting.

**What type of information does the Quality Rating System provide?**

The QRS star rating provides health plan quality information on important topics, including but not limited to:

- Access to quality care;
- How well doctors coordinate care with enrollees and other providers;
- Whether the health plan's network providers give members health care that achieves the best results;
- How enrollees rate their doctors and the care they receive.

**Where can I get more information about the Quality Rating System and Star Ratings?**

For more information, visit: <https://qhpcahps.cms.gov>

*Plan quality ratings and enrollee survey results are calculated by the federal government, using data provided by health plans in 2016. The ratings will be displayed for health plans for the 2017 plan year. They're testing the use of star ratings this year and will use this test to improve the program. Learn more about these ratings, or more information, visit: <https://qhpcahps.cms.gov/>*